



Tri-Service Medical Information Symposium 2012

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Tri-Service Medical Information Management Symposium.**

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Defense Health Services Systems Program Executive Office

Presentation to

Tri-Service Medical Information Management Symposium

February 19, 2012

Our Mission and Vision

Mission

The Defense Health Services Systems Program Executive Office provides and sustains clinical support, medical logistics, and resource management information technology capabilities that support the delivery of world-class healthcare to our service members and their families in peace and war.

Vision

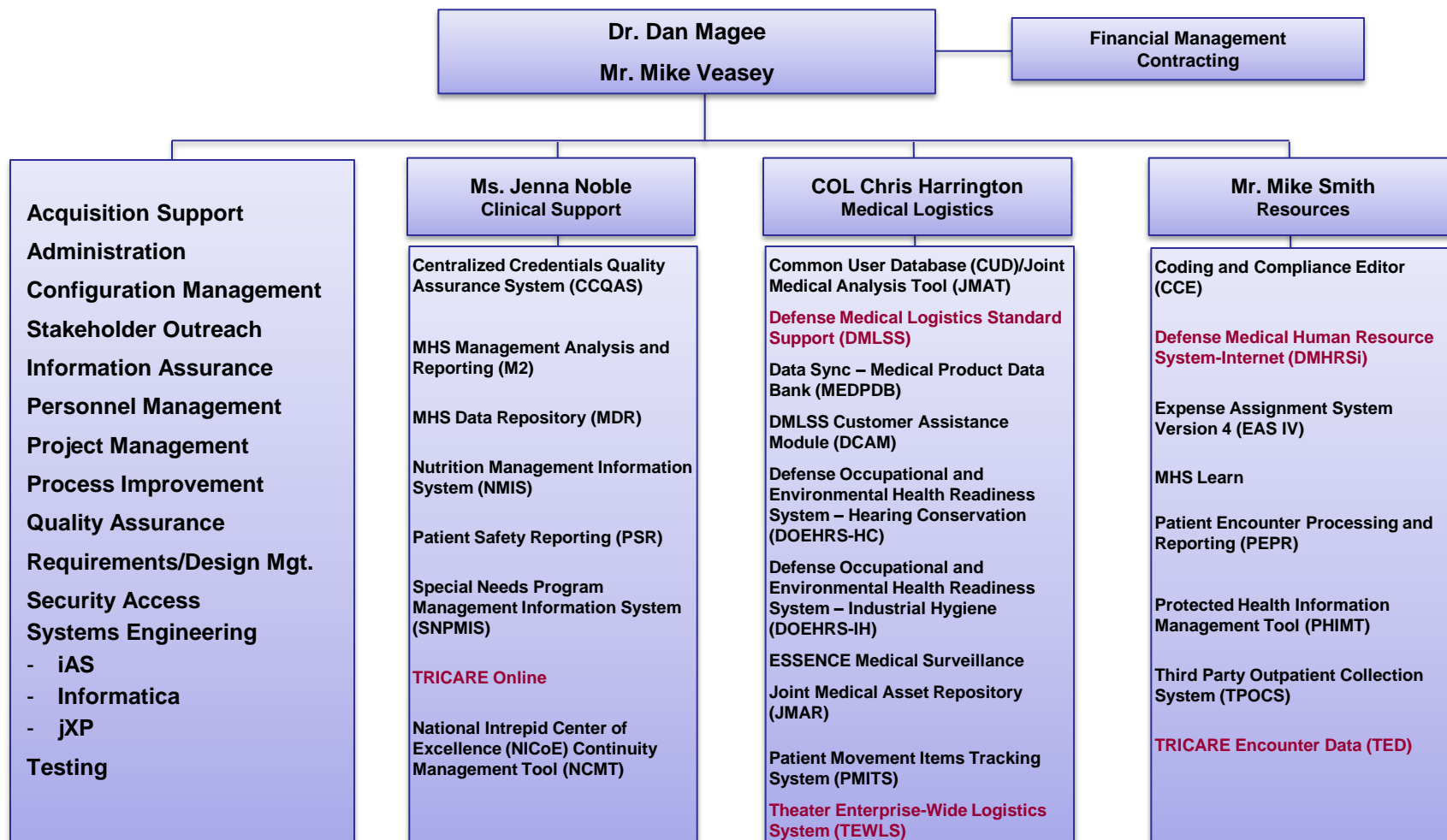
The DHSS PEO will be the premier organization which sets the standard for delivering clinical support, medical logistics, and resource management information technology capabilities that are:

- *Supportive of operational needs*
- *Cost effective across the life cycle*
- *Reliable, robust, timely, and*
- *Secure*

DHSS At-A-Glance

- Develops and/or maintains 30 products/initiatives
- Supports over nine million eligible product users; one million actual users
- Manages a 300+ terabyte global data warehouse
- Maintains over 500 servers in four secure locations
- Maintains operations with over 1,000 interfaces worldwide
- Provides daily data feeds to Veterans Health Administration, the Centers for Disease Control and Prevention, and the Services
- Processes nearly 60,000 requisitions and over \$19 million dollars daily in medical supplies and pharmaceuticals
- Processes over \$20 billion dollars in TRICARE purchased care claims
- Delivers near-real-time global medical surveillance

DHSS Organization Chart



TRICARE Online (TOL)/DoD Patient Portal

DoD Patient Portal provides beneficiaries online access to healthcare services and benefits on an anytime, anywhere basis

- Key Features

- Appointments
 - Real time scheduling and cancellation
 - Email/text reminders for TOL and CHCS booked appointments
- Prescription refills for MTF pickup
- Beneficiary access and download of Personal Health Data via the Blue Button
 - Outpatient medication profile
 - Allergy profile
 - Laboratory results
 - Problem lists
 - Encounter notes

- Key Benefits

- Provides beneficiaries access to extensive information 24/7/365
 - TRICARE benefits, their facilities and other Government agencies
- Enables beneficiaries to engage in managing their own healthcare



Integrating the Secure Messaging solution for the enterprise

TOL Releases New User Interface and enhances the Blue Button Capability



- A more **intuitive interface** released in April 2011 gives TRICARE beneficiaries quicker access to all capabilities within **TOL**, the Department of Defense's global patient portal.
- In addition to downloading or viewing their own personal health data, the **enhanced Blue Button** gives users access to their own lab results, problem lists, and encounter data including the date, time, and location of every visit to a TRICARE provider.
- TOL's Blue Button is **an innovative federal first in the meaningful use** of health information technology to improve patient care. As of February 9, 2012, TOL Blue Button has documented over 1.2 M personal health data views.

Defense Medical Logistics Standard Support (DMLSS)

DMLSS enabled \$4.3B in pharmacy and medical surgical purchases for MHS facilities throughout the DoD and the combat theater

2009
Health Information
Systems Using
Open Source
Technology
Award



Key Features

- Implements just-in-time logistics, eliminating the need to maintain large pharmaceutical and medical/surgical inventories at the wholesale level
- Performs Medical Materiel, MTF Facility Management, Biomedical Equipment Maintenance Management, Assemblage Management, Property Accountability
- Located at every DoD healthcare facility worldwide, Afloat and Theater MTFs
- Pending deployment to Army MEDLOG CO

Key Benefits

- Standardizes medical logistics management among the Services
- Reduces the time spent on logistics planning and management
- Aids financial compliance and JACHO

“The receipt of goods, once ordered, is FAST! I’m very satisfied with that.”

Anonymous DMLSS User, TMA Customer Satisfaction Survey

DMLSS Delivers Just-in-Time Logistics Half-Way Round the World



- In August 2010, **DMLSS** was **successfully deployed** at the 31st Combat Support Hospital **in Afghanistan**. Although used at all Air Force and most Navy combat support hospitals, installing DMLSS at the 31st Combat Support Hospital was **a first for the Army**.
- Before DMLSS was deployed, hospital staff had to manually record everything within the supply area. Now with hand-held scanners and DMLSS reporting capabilities, staff can quickly track and restock their inventory.
- **DMLSS-Retail** and **TEWLS** in partnership with the Defense Logistics Agency - Troop Support is supporting the multi-billion dollar **Prime Vendor Generation IV (GEN IV)** rollout scheduled for 3rd Qtr, FY12. Capabilities provided will allow for **better business decisions; reduce cost variances** throughout the supply chain; and ensure **maximum use of preferred products** from the preferred trading partners.

Theater Enterprise-Wide Logistics System (TEWLS)

Supports the intermediate medical logistics functions and consolidates national, regional, and deployed units into a single business environment



Key Features

- Provides single data entry and instantaneous data sharing across the Army MEDLOG Enterprise
- Creates links for planners, commercial partners, and DoD medical logisticians to support care in the theater through a single 'customer facing' portal
- Currently supports Theater-level medical materiel management, warehousing, and distribution functions
- Lifecycle management of MTF assemblages and Prepositioned Stock

Key Benefit

- Eliminates several legacy logistics systems and standardizes globally recognized world-class business practices

Defense Medical Human Resources System-internet (DMHRSi)

DMHRSi provides a standard system to manage current and future human resource needs within the MHS



Key Features

- Among the MHS transaction systems, DMHRSi has the largest user base
- It has 22 data interfaces and is deployed to over 800 military medical sites and 170,000 users worldwide
- It reports manpower, personnel, labor costs, education, training, and readiness for the MHS

Key Benefits

- Integrates human resource data from multiples sources
- Rapidly reports personnel readiness data
- Tracks personnel education, training, and labor costs

Recently CAC enforced; significantly reduced Help Desk traffic

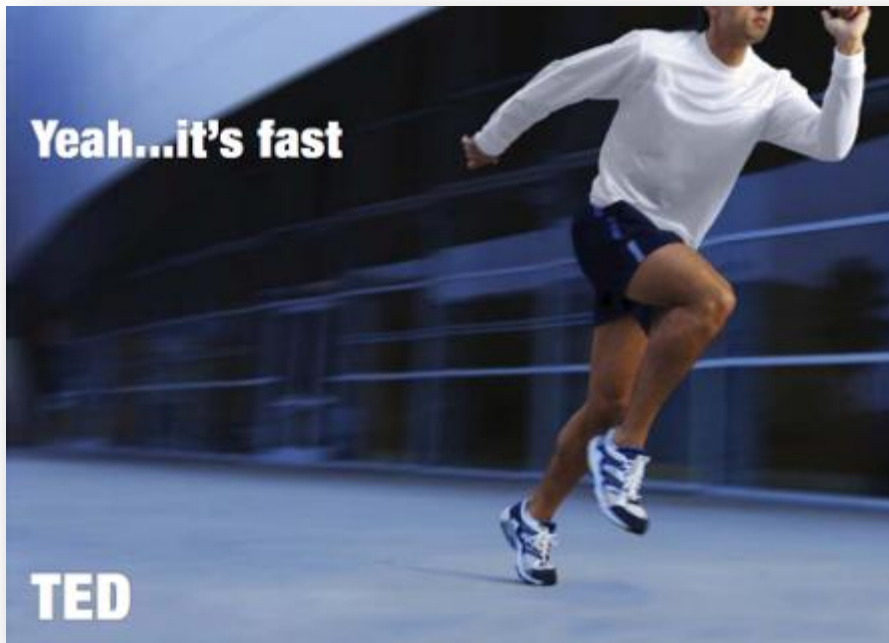
DMHRSi Delivers Common Access Card Enforcement



- Thanks to the successful **CAC enforcement** of DMHRSi in April 2011, calls to the MHS Service Desk have dropped dramatically.
- Among the MHS transaction systems, **DMHRSi has the largest user base** and ease of entry into this Web-based human resource management system is critical.
- DMHRSi has 23 data interfaces and is deployed to over 600 military medical sites and 170,000 users worldwide. It reports manpower, personnel, labor costs, education, training, and readiness for the MHS.

TRICARE Encounter Data (TED)

TED records, collects, verifies, and tracks millions of dollars annually in purchased care claims and encounter data for TRICARE



Key Features

- Streamlines electronic claims processing and automates claims acceptance
- Processes claims in hours making it one of the fastest claims processors in the health care industry

Key Benefits

- Validates claim payments within 24 hours of submission, most payments made in less than 30 days
- Creates shorter billing cycles

TED processes over 20 million purchased care claims from our contractor partners each month

TED Data Auditing Capability Helps Identify \$7.5 Million Cost Saving



- In April 2011, TRICARE Management Activity Deputy Director U.S. Navy Rear Adm. Christine Hunter presented the **first TMA Team Excellence Award** to the Improper Payment Evaluation Section of the TMA Aurora Operations Divisions for actions resulting in more than **\$7.5 million in TRICARE cost savings**.
- **Using the TED Data Auditing** capability, the Aurora team developed and implemented a highly efficient targeted sampling approach to select TRICARE claims which requires a smaller and more efficient sample size under the TRICARE Claims Review Services contract.

TED Modifies TRICARE's Young Adult Program Ahead of Schedule



- In order to correctly process claims in support of TRICARE's new Young Adult Program after May 1, 2011 the **TRICARE Encounter Data Records System** was **successfully modified** ahead of schedule.
- TRICARE's Young Adult Program offers premium-based TRICARE coverage to eligible military family members up to age 26 **in compliance with the Patient Protection and Affordable Care Act of 2010.**
- Built and maintained by the DHSS Resources Division, **TED** quickly and efficiently processes purchased care data records for TRICARE services around the world.

DHSS Connect

Provides users with timely, tailored email messages to optimize their use of DHSS application and services



Key Features

- Subscribers will learn about new product enhancements, training opportunities, and other important changes to our product suite
- Simple text messages can be sent to desktop computers or smart phones; Compatible with DoD firewalls

Key Benefit

- Ensures our users have the most current information on DHSS products and services
- Subscribers with a .MIL email address can receive notifications on system outages to help them optimally manage their time and resources

Sign up today!

<https://public.govdelivery.com/accounts/USMHDHSS/subscriber/new>

In Closing

- DHSS provides key systems that improve clinical support, medical logistics, and resource management for the Military Health System
- To subscribe to DHSS product news, please visit <https://public.govdelivery.com/accounts/USMHS/DHSS/subscriber/new>
- To learn more, visit us on the Web at: <http://health.mil/dhss>

DHSS PEO Home | About | Products | News | Contact

A screenshot of the DHSS PEO Home page. The header includes navigation links: "DHSS PEO Home | About | Products | News | Contact". The main content area features a large graphic of a stethoscope with a globe as the chest piece. To the left of the graphic is the DHSS logo, which includes a caduceus and the text "DHSS Program Executive Office". To the right of the graphic is the title "DEFENSE HEALTH SERVICES SYSTEMS" in bold, followed by a text box stating: "DHSS PEO is the nation's largest health information technology acquisition program for the Department of Defense Military Health System. DHSS PEO maintains products used in 59 military hospitals and over 600 medical and dental clinics worldwide." Below this is a table with three columns: "Clinical Support", "Medical Logistics", and "Resources". Each column lists various systems and programs.

Clinical Support	Medical Logistics	Resources
CCQAS	CUD	CCE
M2	DCAM	DMHRSi
MDR	DMLSS	EAS IV
NMIS	DOEHRS-HC	MHS Learn
PSR	DOEHRS-IH	PEPR
SNPMIS	ESSENCE	PHIMT
TOL	JMAR	TED
	PMITS	TPOCS
	TEWLS	